



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**Baggenstoss et al.** )  
)  
Serial No.: **10/733,457** )  
)  
Filed: **December 11, 2003** )  
)  
For: **Managing the Rate of Delivering** )  
**Performance Interventions in** )  
**A Contact Center** )

**INFORMATION DISCLOSURE STATEMENT**

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Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

Robert T. Neufeld  
Reg. No. 48,394

King & Spalding LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, GA 30303  
404.572.4600  
K&S Docket: 07117.105016 US  
3432873

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07117-105916SERIAL NO.  
10/733,457FILING DATE  
December 11, 2003APPLICANT  
Baggenstoss et al.

GROUP

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969
	AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971
	AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986
	AD	4,776,016	10/4/1988	Per K. Hansen			11/21/1985
	AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987
	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988
	AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989
	AH	5,110,329	5/5/1992	Helmut Pieper			6/20/1990
	AI	5,199,062	3/30/1993	Von Meister et al.			11/8/1991
	AJ	5,309,505	5/3/1994	Szlam et al.			5/20/1991
	AK	5,310,349	5/10/1994	Daniels et al.			4/30/1992
	AL	5,311,422	5/10/1994	Lofin et al.			6/28/1990
	AM	5,384,841	1/24/1995	Adams et al.			10/27/1993
	AN	5,416,694	5/16/1995	Parrish et al.			2/28/1994
	AO	5,469,491	11/21/1995	Morley, Jr. et al.			2/2/1994
	AP	5,511,112	4/23/1996	Aleksander Szlam			4/29/1994
	AQ	5,533,115	7/2/1996	Hollenbach et al.			11/4/1994
	AR	5,535,256	7/9/1996	Maloney et al.			5/3/1995
	AS	5,583,965	12/10/1996	Douma et al.			9/12/1994

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<b>ATTY. DOCKET NO.</b> 07117.105016		<b>SERIAL NO.</b> 10/733,457		<b>FILING DATE</b> December 11, 2003			
<b>APPLICANT</b> Baggenstoss et al.				<b>GROUP</b>			
<b>U.S. PATENT DOCUMENTS</b>							
<b>EXAMINER INITIAL</b>		<b>DOCUMENT NUMBER</b>	<b>DATE</b>	<b>NAME</b>	<b>CLASS</b>	<b>SUBCLASS</b>	<b>FILING DATE IF APPROPRIATE</b>
	BA	5,590,188	12/31/1996	Gary B. Crockett			2/17/1995
	BB	5,594,791	1/14/1997	Szlam et al.			10/5/1994
	BC	5,597,312	1/28/1997	Bloom et al.			5/4/1994
	BD	5,633,924	5/27/1997	Kaish et al.			12/11/1995
	BE	5,659,768	8/19/1997	Forbes et al.			5/12/1995
	BF	5,675,637	10/7/1997	Szlam et al.			5/16/1995
	BG	5,696,811	12/9/1997	Maloney et al.			6/20/1996
	BH	5,703,943	12/30/1997	Mary Rita Otto			10/16/1995
	BI	5,721,770	2/24/1998	Joylee E. Kohler			7/2/1996
	BJ	5,727,950	3/17/1998	Cook et al.			5/22/1996
	BK	5,738,527	4/14/1998	Steven W. Lundberg			8/8/1996
	BL	5,745,109	4/28/1998	Nakano et al.			6/17/1996
	BM	5,757,644	5/26/1998	Jorgensen et al.			7/25/1996
	BN	5,790,798	8/4/1998	Beckett, II et al.			5/31/1996
	BO	5,818,907	10/6/1998	Maloney et al.			8/4/1997
	BP	5,825,869	10/20/1998	Brooks et al.			4/23/1996
	BQ	5,827,071	10/27/1998	Sorensen et al.			8/26/1996
	BR	5,833,468	11/10/1998	Guy et al.			1/24/1996
	BS	5,861,881	1/19/1999	Freeman et al.			2/8/1996
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<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	CA	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
	CB	5,903,641	5/11/1999	Alan V. Tonisson			1/28/1997
	CC	5,904,485	5/18/1999	David M. Siefert			11/4/1994
	CD	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
	CE	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
	CF	5,937,037	8/10/1999	Kamel et al.			1/28/1998
	CG	5,943,416	8/24/1999	Doug Gisby			2/17/1998
	CH	5,946,375	8/31/1999	Pattison et al.			5/12/1997
	CI	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
	CJ	5,947,747	9/7/1999	Walker et al.			5/9/1996
	CK	5,957,659	9/28/1999	Amou et al.			6/5/1997
	CL	5,963,635	10/5/1999	Szlam et al.			12/12/1996
	CM	5,971,271	10/26/1999	Wynn et al.			6/24/1997
	CN	5,991,394	11/23/1999	Dezonno et al.			2/5/1998
	CO	6,014,134	1/11/2000	Bell et al.			8/23/1996
	CP	6,038,544	3/14/2000	Machin et al.			2/26/1998
	CQ	6,039,575	3/21/2000	L'Allier et al.			10/24/1996
	CR	6,044,355	3/28/2000	Crockett et al.			7/9/1997
	CS	6,044,368	3/28/2000	James Karl Powers			4/30/1998
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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	DA	6,052,460	4/18/2000	Fisher et al.			12/17/1997
	DB	6,058,163	5/2/2000	Pattison et al.			5/12/1997
	DC	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
	DD	6,067,538	5/23/2000	Zorba et al.			12/22/1998
	DE	6,070,142	5/30/2000	McDonough et al.			4/17/1998
	DF	6,073,127	6/6/2000	Lannert et al.			12/22/1998
	DG	6,078,894	6/20/2000	Clawson et al.			3/28/1997
	DH	6,086,381	7/11/2000	Downs et al.			9/2/1997
	DI	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
	DJ	6,118,865	9/12/2000	Doug Gisby			8/24/1999
	DK	6,118,973	9/12/2000	Ho et al.			2/22/1999
	DL	6,119,097	9/12/2000	David Ibarra			11/26/1997
	DM	6,128,380	10/3/2000	Shaffer et al.			8/24/1998
	DN	6,134,539	10/17/2000	O'Connor et al.			12/22/1998
	DO	6,141,528	10/31/2000	Ronald Remschel			9/23/1997
	DP	6,144,971	11/7/2000	Sunderman et al.			1/25/1999
	DQ	6,146,148	11/14/2000	John J. Stuppy			3/25/1999
	DR	6,149,441	11/21/2000	Pellegrino et al.			11/6/1998
	DS	6,155,840	12/5/2000	Alfred V. Sallette			9/18/1998

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	EA	6,163,607	12/19/2000	Bogart et al.			11/3/1998
	EB	6,170,014 B1	1/2/2001	Darago et al.			3/18/1999
	EC	6,171,109 B1	1/9/2001	Setsuo Ohsuga			6/18/1997
	ED	6,192,122 B1	2/20/2001	Flockhart et al.			2/12/1998
	EE	6,201,948 B1	3/13/2001	Cook et al.			3/16/1998
	EF	6,211,451 B1	4/3/2001	Tohgi et al.			1/26/1999
	EG	6,215,865 B1	4/10/2001	David T. McCalmont			10/13/1998
	EH	6,263,049 B1	7/17/2001	Rodney Kuhn			9/25/1997
	EI	6,275,812 B1	8/14/2001	Haq et al.			12/8/1998
	EJ	6,278,978 B1	8/21/2001	Andre et al.			4/7/1998
	EK	6,289,340 B1	9/11/2001	Puram et al.			8/3/1999
	EL	6,301,573 B1	10/9/2001	McIlwaine et al.			1/2/1998
	EM	6,324,282 B1	11/27/2001	McIllwaine et al.			3/2/2000
	EN	6,347,139 B1	2/12/2002	Fisher et al.			12/6/1999
	EO	6,371,765 B1	4/16/2002	Wall et al.			11/9/1999
	EP	6,408,066 B1	6/18/2002	Andruska et al.			12/15/1999
	EQ	6,453,038 B1	9/17/2002	McFarlane et al.			6/1/2000
	ER	6,459,787 B2	10/1/2002	McIllwaine et al.			9/10/2001
	ES	6,510,221 B1	1/21/2003	Fisher et al.			12/6/1999

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	FB	6,553,114 B1	4/22/2003	Fisher et al.			12/6/1999
	FC	6,559,867 B1	5/6/2003	Kotick et al.			11/24/1999
	FD	6,628,777 B1	9/30/2003	McIlwaine et al.			11/16/1999
	FE	2003/0033184 A1	2/13/2003	Benbassat et al.			6/10/2002

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		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	FF	WO 98/22864	5/28/1998	PCT	Mann et al.	

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	FG	ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287
	FH	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997
	FI	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 – 12
	FJ	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001
	FK	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)
	FL	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 <sup>nd</sup> Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814
	FM	Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122
	FN	Envision Telephony; <i>Click2Coach</i> ; (2001)
	FO	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)
	FP	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000
	FQ	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 <sup>nd</sup> Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164

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GA	Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012
GB	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000
GC	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001
GD	Syntora.com; <i>Syntora Agentivity</i> ; (2003); 14 pages
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